









## NCH Performance Update – appendix 2









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### AC5-1 Anti-social behaviour





Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
% of ASB cases resolved by first intervention – Central region  <i>Note: This PI monitors the ability of the HPM to select the correct first intervention.</i>	84%	75%			84.78%	78.92%	Second interventions required on 2x gardens cases and third intervention required on extremely high profile asb case that was resolved to customers satisfaction
% of ASB cases resolved – Central region  <i>Note: This PI measures the proportion of ASB cases NCH has successfully resolved. Data for this PI is not available by ward and is reported by Housing Office.</i>	97.8%	94.74%			100%	100%	Pi below target for this month as 1 case out of the 10 was unresolved. The case involved a customer who by their own choice and despite multiple efforts and support on our part withdrew from the process and refused to co-operate any further. It was not therefore possible to reach a final resolution and therefore it was only logical to code the case as unresolved. This is a rare occurrence and has not happened before in the previous 24 months.
Number of new ASB cases – Central region  <i>Note: Data for this PI is only available by Housing Office.</i>		14			144	144	Number of new cases remains around yearly average

Tenant satisfaction with the ASB service - Central region <i>Note: Data for this PI is only available by Housing Office.</i>	8	7.8			7.8	6.95	trend is improving but more work to be done to reach target; customer care is paramount issue and is constantly reinforced through one to ones
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## AC5-2 Repairs

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
% of repairs completed in target – AC - Sherwood & Berridge  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.37%			96.68%	92.72%	
% of repairs completed in target – Berridge Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.18%			96.85%	90.04%	
% of repairs completed in target – Sherwood Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.57%			96.65%	93.31%	
Tenant satisfaction with the repairs service  <i>Note: Data for this PI is only available citywide</i>	9	8.81			8.78	8.64	June-2014 Performance is just under target and work continues to analyse VMS feedback to improve service and performance.







## AC5-3 Rent Collection

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of rent collected</p> <p><i>Note: This PI measures the amount of rent collected (including tenant arrears) as a percentage of rent due for the current year. Data for this indicator is not available by ward and is reported city wide.</i></p> <p><i>Trend shows as improving if value is over 100% as arrears are decreasing.</i></p>	100%	98.25%			100.02%	100.21%	Whilst this indicator is still not achieving the target set it is showing a steady improvement month-on-month and is ahead of the same point last year (97.45%). Factors affecting performance are still issues with the new cash receipting system which has resulted in several periods of down time when cash has not been taken. We are also still waiting for the remainder of the DHP payments to be made onto accounts.
<p>% of tenancies ending due to eviction</p> <p><i>Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.</i></p>	0.75%	0.75%			0.74%	0.55%	There has been a reduction in the number of evictions at the beginning of this financial year after an increase last year. We are working hard to sustain tenancies and the work of the Financial Inclusion Team has helped to support this approach.







### AC5-4a Empty properties - Average relet time

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Average void re-let time (calendar days) – AC - Sherwood &amp; Berridge</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i></p>	25	43.41			43.55	41.91	
<p>Average void re-let time (calendar days) – Berridge Ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy.</i></p>	25	54			14.14	15.29	
<p>Average void re-let time (calendar days) – Sherwood Ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i></p>	25	42.75			46.67	48.59	







### AC5-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of lettable voids– AC - Sherwood & Berridge  <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		13			15	16	
Number of lettable voids – Berridge Ward  <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		0			1	1	
Number of lettable voids – Sherwood Ward  <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		13			14	15	

### AC5-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of empty properties awaiting decommission – AC - Sherwood & Berridge  <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>		0			6	14	
Number of empty properties awaiting decommission – Berridge ward  <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>		0			4	11	
Number of empty properties awaiting decommission – Sherwood Ward  <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>		0			2	3	

## AC5-5 Tenancy sustainment

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
Percentage of new tenancies sustained - AC - Sherwood & Berridge  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	95%			94.6%	95.95%	Sustainability level is above target and has remained at this level for calendar year
Percentage of new tenancies sustained - Berridge Ward (2003)  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	100%			80%	90%	Sample size is very low which affects the overall percentage- 4 out of 5 properties sustained
Percentage of new tenancies sustained - Sherwood Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	94.74%			95.65%	96.88%	